

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

STARRED QUESTION NO:384
ANSWERED ON:09.04.2003
SURVEY BY TRAI
AJAY CHAKRABORTY

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether a survey on the quality of service offered by telecom companies commissioned by the Telecom Regulatory Authority of India (TRAI) has revealed that big private cellular service providers have yet to match the standards set by the regulator for reliability, network performance and availability; and

(b) if so, the details of the findings of the survey and the action taken, if any, in this regard?

Answer

THE MINISTER FOR COMMUNICATIONS & INFORMATION TECHNOLOGY AND DISINVESTMENT (ARUN SHOURIE)

(a) & (b): A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) & (b) OF LOK SABHA STARRED QUESTION NO. 384 FOR 9TH APRIL, 2003 REGARDING SURVEY BY TRAI.

(a) Yes, Sir. Information provided by TRAI indicates that some of the private cellular service providers have yet to match the benchmarks laid down in the TRAI Regulation on Quality of Service.

(b) The salient findings of the survey done by TRAI are given in the Annexure. The results have been published for the information of general public and have also been put on Internet on the TRAI web-site (www.trai.gov.in). This has been done primarily with a view to make the subscribers aware about the quality of service being provided by various service providers. This would help the subscribers in selecting the service provider for themselves and would also put pressure on the service providers to improve the quality of service provided by them.

ANNEXURE

Sl.No.	Parameters	No. of CMTS Licencees which met the QOS criteria	No. of CMTS Licencees which did not meet the QOS criteria	Total no. of CMTS from which data was available
--------	------------	---	--	---

1	Customer Reported fault complaints (from April to June, 2002)	36	1	37
---	--	----	---	----

2	Percentage of calls with good Voice quality (from April to June, 2002)	32	1	33
---	---	----	---	----

3	Customer reported Billing Complaints (from April to June, 2002)	15	24	39
---	--	----	----	----

4	Customer satisfaction with network performance, reliability and availability (from October, 01 to June, 02)	Nil	39	39
---	---	-----	----	----

5	Customer Satisfaction with Overall Service (from October, 01 to June, 02)	14	25	39
---	--	----	----	----

QOS Criteria of TRAI in respect of above parameters:-

1. Customer reported Fault Complaints:- Fault incidence per 100 subscribers per month should be less than 2.

2. Percentage of calls with good Voice Quality:- should be more than 92%.
3. Customer reported Billing Complaints:- Billing complaints per 100 subscribers should be less than 0.15% per month.
4. Customer satisfaction with network performance, reliability and availability:- should be more than 90%.
5. Customer satisfaction with Overall service:- should be more than 85%.